COMMUNITY SERVICES DIVISION
Training
December 19, 2002

GOALS

- *To have erudite staff to deliver quality customer service to our clients and customers.*
- *To ensure the quality and consistency of staff training for all CSD services.*
- *To utilize the best and most cost-effective training methods and technology.*
- *To develop training which integrates policy, automation and service delivery.*
- *Develop a protocol for rapid development and implementation of training and practice.*

GOALS	STRATEGIES
To have erudite staff capable of delivering quality customer service to our clients and customers	▪ Assess training needs. ▪ Anticipate training issues as policy is developed and/ or modified.
To ensure the quality and consistency of staff training for all CSD services	▪ In collaboration with the policy and IT divisions, identify, develop, and approve CSD core training curriculum. ▪ Implement standardized curriculum content and delivery statewide. ▪ Convene Regional Trainers, Training Manager, and subject matter experts (policy and IT divisions) as necessary to develop and maintain core-training packets. ▪ Develop and implement student testing (pre & post). ▪ Develop, implement, monitor, and evaluate actual training delivery.
To develop training which integrates policy, automation and service delivery	▪ Develop, revise and maintain training curriculum drawing on subject matter experts (policy and IT divisions) and Regional Trainers.
To utilize the best and most cost-effective training methods and technology	▪ Convene Trainers for professional development. ▪ Acquire and/ or develop new training methods and technologies.
Develop a protocol for rapid development and implementation of training and practice	

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